Technical Support for the ILP

This document is designed to help schools effectively manage any technical problems or questions they may have in using the Individual Learning Plan (ILP). If you experience a problem with:

Website Functions or Operations – If you need help with a particular section of the ILP or are experiencing problems in the ILP, but are otherwise able to connect to the Internet, please contact Career Cruising by phone at 1-800-965-8541 ext. 137 or by email at KYsupport@careercruising.com.

Connectivity – If you are unable to reach the ILP site and your browser shows an error message in the range of 400-599 or shows a "The page cannot be displayed" message, please contact your local technical support (District Technology Coordinator). If the local technical support cannot resolve the issue, please contact the KETS Service Desk at (502)564-2002 or 1-866-538-7435 or by email at ketshelp@education.ky.gov.

For more information about the KETS service desk, and for hours of operation: http://education.ky.gov/districts/tech/ksd/Pages/KETS-Service-Desk---How-To's-and-Standards-Documents.aspx.

Demographic Data – If there are problems with the demographic information that students cannot modify, please contact your school's Student Information System coordinator.

Please note: Changes made in your local Student Information System will be reflected in the ILP in 5 to 14 days. If changes do not appear after 14 days, please contact kdeilp@education.ky.gov.

Policy or Procedural Questions – If you have questions about the rules, deadlines, content, etc. related to the ILP and the implementation of the ILP, please contact the KDE ILP Consultant, Amy Patterson, at (502) 564-4970 or kdeilp@education.ky.gov.

Career Cruising CANNOT release ILP usernames and passwords. Students and parents experiencing sign-in problems or wanting to retrieve access information should contact the school.

MINIMUM SYSTEM REQUIREMENTS

Windows Browsers

- Internet Explorer 8.0 and higher
- Firefox 9 and higher
- Chrome

Macintosh Browsers

- Safari
- Firefox 9 and higher
- Chrome

Career Cruising

Tablet Browsers

- Safari on iPad
- Default browser on Android

Browser Settings

- JavaScript must be enabled
- Set to check for new versions of pages automatically
- First party cookies must be enabled

System Settings

- Proxy servers must NOT cache pages from **www.careercruising.com**
- Network firewalls should include **www.careercruising.com** as a trusted site

Viewing Sound and Video Clips

As long as you are using one of the supported browsers, no additional plugins are needed. A text transcription of the multimedia clips is provided.